

Customer Service Report for the ADB



For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007 11:59:59 PM

Snapshot Date: 10/1/2007 6:00:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ADB	WEB	Other	DCS	ADB	Other	DCS	ADB	Other	To Close
Accounts											
Access/Login	2	0	0	0	0	0	0	2	0	0	10
Password Reset	2	0	0	0	0	0	0	2	0	0	6
ADB											
Connectivity	14	0	0	1	2	2	0	9	1	1	7
DELPRO	49	0	0	3	0	0	3	39	5	5	13
Fellowship Pmt Syst	21	0	0	0	0	1	0	6	14	0	7
General Info	20	0	0	2	1	2	0	13	4	2	12
GUI	1	0	0	0	0	0	0	0	0	1	3
ID Reactivation	107	0	0	0	1	0	0	103	1	2	6
Keyword	44	0	0	0	0	0	0	43	1	0	6
Registration	3	0	0	0	1	1	0	1	0	0	11
Security	8	0	0	0	0	0	0	7	1	0	10
SSF	3	0	0	0	2	0	0	0	1	0	4
Grand Total:	274	0	0	6	7	6	3	225	28	11	8

Total Tickets Closed: 264

Total Tickets Assigned/Pending/Checked Out: 16

Customer Service Report for the ADB



For the period: Saturday, September 01, 2007 12:00:00 AM to Sunday, September 30, 2007 11:59:59 PM

Snapshot Date: 10/1/2007 6:00:05 AM

280